



U.S. Department of Transportation
National Highway Traffic Safety
Administration

NHTSA
People Saving People
www.nhtsa.dot.gov

What a Difference Five Years Made!

1994–Present

Transformed NHTSA Through Continuous Improvement

GOAL 8: Improve NHTSA's internal processes, management, and structure to create a more effective and efficient agency that is better able to pursue its mission. (Process Improvement)

1995. NHTSA Procurement/Budget Process Improvement Team established to examine NHTSA's entire procurement process. Over the past several years, several procurement processes were streamlined:

- Advance approvals of noncompetitive grant and cooperative agreements were established, enabling program offices to obtain federal assistance applications from the approved recipient prior to the submission of the procurement request.
- Waivers to selected Departmental requirements were requested and received, eliminating much time and effort.
- The Office of Contracts and Procurement (OCP) authored numerous DOT Procurement Reinvention Laboratory experiments to test the effects of eliminating non-value-added requirements and promote greater equity in the competitive procurement process. Agreements were reached between OCP and the General Law Division of NHTSA's Office of Chief Counsel to eliminate selected reviews and concurrences imposed by dollar threshold.

1996. The Department and the National Contract Management Association recognized NHTSA's Office of Contracts and Procurement for fulfilling a Secretarial commitment to the Director, Office of Federal Procurement Policy, Office of Management and Budget (OMB). Administration was awarded a property management support contract using a performance-based service contract model. NHTSA was the only DOT Operating Administration to complete such an award at that time.

1997. Electronic Time and Attendance reporting made available to agency time-keepers from the desktop, allowing individuals in Program Offices to enter and control their time and attendance reporting. Supervisors can view and approve the data from their desktop computer and, once approved, the information is automatically entered into the Departmental Accounting and Financial Information System (DAFIS). The system is available 24 hours a day to accommodate special requirements.



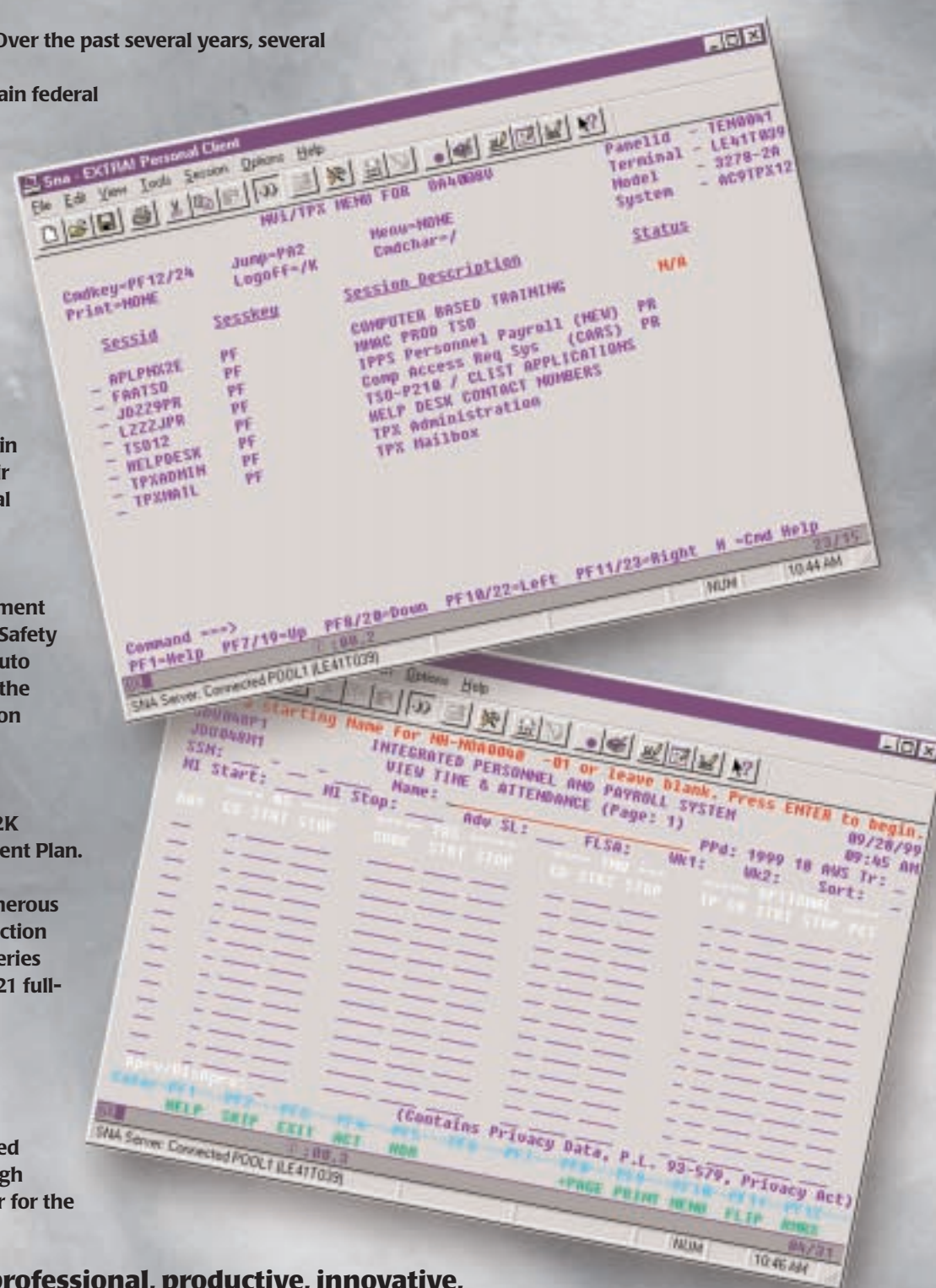
Telecommunications improved in 1997 because staff members in the Office of Information Resource Management (OIRM) and the Office of the Associate Administrator for Safety Assurance worked together successfully to expand the Auto Safety Hotline staff to absorb, effectively and efficiently, the increase in operator assisted calls due to media releases on nation-wide air bag developments. The effort increased telecommunications capability and office space.

1998. OIRM managed the development of an agency Y2K Tracking System and developed NHTSA's Y2K Management Plan.

The Office of Contracts and Procurement (OCP) took numerous actions to meet the requirements of the Workforce Reduction Act. By FY 1999, the number of employees in the 1100 series was reduced by 50% from the October 1993 baseline of 21 full-time permanent employees.

The government-owned and contractor-held inventory property systems were consolidated.

The Procurement/Budget Process Improvement Team expanded use of the Government-wide credit card program. It is estimated that \$53.00 is saved when a credit card purchase is made in lieu of a purchase order. Over \$221,000 was saved in FY 1998 through credit card purchase transactions. In addition, GSA authorized OCP to engage in a "pilot" at the Vehicle Research and Test Center for the use of bankcard convenience checks as an alternative to imprest funds.



Goal 10: Build and maintain a professional, productive, innovative, diverse work force.

NHTSA managers recognized that serving the public interest requires management excellence—managerial behavior that results in the successful implementation of agency policies and programs. Performance Standards incorporating *Leadership Effectiveness Framework* competencies for managers and Performance Outcomes concerning IDP development and execution were developed for use during the 1997-98 performance cycle.

Before 1996, many agency employees were unfamiliar with Individual Development Plans (IDPs). Since then, IDP's are becoming more and more a way of life as a result of the commitment and leadership of senior management described in the Manager's Roles and Responsibilities (MRR) Implementation Plan. A completed IDP is required for employees interested in pursuing supervisory or managerial occupations and strongly encouraged for all other employees.

November 12, 1997. The grand opening of the NHTSA Career Resource Center. The Center, equipped with TV and 3 computer work stations, was established to assist employees in self-study efforts by providing alternative learning tools such as audio cassettes, CD-ROM, books, and video tapes. Topics available include: career transition; communication (oral and written); computer training; customer service; interpersonal skills; interviewing skills; language and reading skills; Management and Leadership skills; Performance Management; Problem-Solving; Project Management; and Time Management.



"Team work is the heart of any successful operation. When we set our goals in the Strategic Plan back in 1994, we built in a foundation that empowered the NHTSA employee and sparked individual creativity and innovation. The resulting accomplishments of working as a team over the past half decade have been nothing short of magnificent. Everyone at NHTSA should feel we are moving forward. Because we are. Each one of you should feel very proud of your individual contributions to the overall momentum that is making highways safer for us all. We are, after all, people saving people. It's what we do – and what all of you do so well."

Richard L. Blumenthal

Congratulations and Thank You to All Members of the NHTSA Family for a Job Well Done!

Ken Weinstein, Ray Owens, John Smith, Alvin Daily, Ron A. Manning, William H. Wiest, Ron Tyson, Christine Schaefer